

ADDENDUM NO. I

RFP NO: R0069668

DATE OF RFP OPENING: April 13, 2004

TIME: 4:00 PM

DEPARTMENT: Information Services

COMMODITY: Hardware Maintenance

**Questions & Answers**

**\*\*\*\*RFP Opening Date Has Been Extended Until April 22, 2004 At 4:00 PM\*\*\*\***

**Question:** Under Purpose of RFP, Page 4, will the city provide a list of makes, models, and quantities of Personal Computers, Laptops, Servers, and related peripheral equipment?

**Answer:** In past contracts, vendors have given us a flat rate per unit covered (servers, laptops, desktops, and printers), regardless of the configuration. We prefer pricing for desktops, laptops, and printers be a flat rate per unit. We understand that pricing servers at a flat rate regardless of configuration may be more difficult, though we have had past vendors do this. If you feel a flat rate is not appropriate for servers, you should price according to the current list provided, but also recommend a method for handling changes in the pricing of servers as their configurations change over time. We frequently upgrade servers with memory, disk, etc. We do not have a composite list of desktops, laptops, and printers to be covered however the City has approximately 400 to 500 PC's, 300 Laptops and 200 Printers. Each Department and Division is responsible for making sure its own hardware is covered under the maintenance contract. PCs that would be placed under this agreement would range from "white box" Pentium 266 MHz to Dell Dimension and Optiplex machines. Printers would primarily be HP, but may include other manufacturers. Laptops would primarily be Dell Inspiron or Latitude. List of servers is shown in attached hardware list. Hardware listed is hardware eligible to be covered by this contract. The City does not guarantee any minimums for the number of items enrolled in the maintenance plan at any point in time or that all hardware it owns will be put under maintenance or be kept under maintenance for the duration of this contract. The City reserves to add and remove hardware from maintenance coverage at its discretion, as the City's needs change. Items removed by the City will become effective at the beginning of the next monthly billing cycle and the City's monthly charges will be adjusted accordingly at that same time.

**Question:** Is the vendor responsible for the cost of replacement parts, or are the parts covered under warranty and/or to be billed to the City?

**Answer:** Vendor is responsible for cost of replacement parts.

**Question:** Under General Requirements, Page 8, Item Four, will the City list all devices externally attached to servers that are required to be covered?

**Answer:** Shown in attached hardware list. Hardware listed is hardware eligible to be covered by this contract. The City does not guarantee that all hardware listed will be put under maintenance or be kept under maintenance for the duration of this contract. The City reserves to add and remove hardware

from maintenance coverage at its discretion, as the City's needs change. Items removed by the City will become effective at the beginning of the next monthly billing cycle and the City's monthly charges will be adjusted accordingly at that same time.

**Question:** Under General Requirements, Page 8, Item Three, will the City provide a copy of the Operating System that was originally installed on the failed drive?

**Answer:** Yes

**Question:** Under General Requirements, Page 8, Item Three, will vendor be responsible for restoration of any third-party software?

**Answer:** No

**Question:** Under General Requirements, Page 8, Item Three, if vendor is responsible for restoration of any third-party software, will the City provide a copy of any third-party software that was previously installed on the machine?

**Answer:** Since answer to # 5 above is no, this is N/A.

**Question:** Under General Requirements, Page 8, Item Three. As for providing data recovery from failed drive, will restoring the backup done by the City be sufficient to satisfy this requirement?

**Answer:** The City does not do regular backups of desktops. For desktops, the vendor should restore personal data from the old hard drive to the new hard drive if possible. For servers where drives have experienced total failure prior to vendor being on site, vendor can rely on the backup performed by the City for restoration. For servers where drives are logging errors and need to be replaced, but are still accessible, the vendor should provide a means of backing up the data prior to replacement of the hard drive for the purpose of restoration.

**Question:** General Requirements, Page 9, Item Nineteen, states that vendor must make every reasonable effort to remove all recoverable data from the defective hard drive and restore said data to the replacement hard drive. Can the City define what is meant by "reasonable effort"?

**Answer:** "Reasonable effort" can be defined as performing generally accepted standard procedures for data recovery (i.e. if the drive has a boot failure, installing the drive as a secondary drive and attempt to access data from other portions of the drive, etc.). The City must feel that reasonable effort was expended by the vendor to recover data from failed drive. The City agrees to rescind the following requirement of this item:

"In the event that the contract vendor states that hard drive data is unrecoverable, the City of Chattanooga reserves the right to contract with another vendor for data restoration, with contract vendor assuming financial responsibility for any charges incurred by the City in the process of successful data recovery."

**Question:** General Requirements, Page 9, Item Nineteen. If the vendor provides reasonable effort, can the contracted vendor be made responsible by City for assuming financial responsibility in the event that the City contracts for data restoration with another vendor?

**Answer:** The City agrees to rescind the following requirement of this item:

"In the event that the contract vendor states that hard drive data is unrecoverable, the City of Chattanooga reserves the right to contract with another vendor for data restoration, with contract vendor assuming financial responsibility for any charges incurred by the City in the process of successful data recovery."

**Question:** Under General Requirements, Page 10, Item Twenty-three, will the city provide an aging analysis of all hardware covered under this provision as well as a list of makes, models, and quantities of Personal Computers, Laptops, Servers, and related peripheral equipment that was requested in question 1 of this document?

**Answer:** See response to question #1 above.

(SIGNED)\_\_\_\_\_

COMPANY:\_\_\_\_\_

PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE  
PURCHASING DEPARTMENT. RETAIN THE OTHER COPY FOR YOUR FILES.